

Planning, Deploying, and Managing Microsoft Exchange Server 2010 Unified Messaging

Code:	10508
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This course provides information on planning and managing Microsoft Exchange Server 2010 Unified Messaging (UM) deployments. The course addresses such topics as new features, upgrading from Microsoft Exchange Server 2007 UM to Exchange 2010 UM, Microsoft Office Communications Server 2007 integration, and tools and processes to support Unified Messaging planning, installation/setup, and implementation.

Skills Gained

After completing this course, students will be able to:

- Make use of the new features available in ExchangeServer 2010 Unified Messaging.
- Identify Unified Messaging deployment planning concerns, including prerequisites and deployment scenarios.
- Describe the considerations involved in deploying an ExchangeServer 2010 Unified Messaging solution.
- Determine which deployment type best suits their organizations requirements and understand its impact on deployment tasks and processes.
- Configure ExchangeServer 2010 Unified Messaging components.
- Implement ExchangeServer 2010 Unified Messaging features and policies.
- Use Exchange Server 2010 Unified Messaging tools.

Who Can Benefit

This course is intended for customers who have a prior understanding of Exchange Server 2007 Unified Messaging features and functionality. The course is also targeted at early adopters of Exchange Server 2010 who need information on new features, deployment concerns, prerequisites, and best practices. This includes Consultants, Architects, and IT Professionals in the field who need detailed information on the tools and processes available to support Exchange Unified Messaging.

Prerequisites

To benefit from this course, students must have:

- A thorough understanding of ExchangeServer2007 Unified Messaging features and functionality.
- An understanding of how to install and setup the ExchangeServer 2010 Unified Messaging role.
- General familiarity with Office Communications Server 2007 R2.

Course Details

Outline

Module 1: Overview of Exchange Server 2010 Unified Messaging

This module provides an introduction to new features introduced in the ExchangeServer 2010 Unified Messaging service, with particular attention to the new Arbitration Mailbox feature and improved name resolution.

Lessons

- Lesson 1: Introduction to Exchange Server 2010 Unified Messaging
- Lesson 2: Overview of Changes to Unified Messaging in Exchange Server 2010
- Lesson 3: Arbitration Mailbox
- Lesson 4: Improved Name Resolution

After completing this module, students will be able to:

- Describe the new and enhanced UM features in Exchange Server 2010.
- Explain the benefits of these new features.
- Describe the purpose of the new Arbitration Mailbox feature in ExchangeServer 2010.
- Explain how name resolution has been improved in ExchangeServer 2010.

Module 2: Exchange Server 2010 Unified Messaging Architecture

This module describes the overall ExchangeServer 2010 architecture and the role of the Unified Messaging system within this architecture. The module also describes how to plan your UM server implementation to ensure that your capacity and availability needs are met, and explains how Cisco Call Manager can be integrated with ExchangeServer 2010 UM.

Lessons

- Lesson 1: ExchangeServer 2010 Unified Messaging Server Topologies
- Lesson 2: ExchangeServer 2010 Unified Messaging Logical Design
- Lesson 3: ExchangeServer 2010 Unified Messaging Server Capacity Planning
- Lesson 4: ExchangeServer 2010 Unified Messaging Availability
- Lesson 5: VoIP Gateway Capacity Planning and Ports Calculation
- Lesson 6: ExchangeServer 2010 Unified Messaging Audio Codecs

After completing this module, students will be able to:

- Explain the role of the Unified Messaging server in the overall ExchangeServer 2010 architecture.
- Describe the various UM server topologies that can be deployed.
- Plan your UM server implementation to meet your capacity needs.
- Plan your UM server implementation to meet your availability needs.
- Explain the role of audio codecs in an ExchangeServer 2010 Unified Messaging solution.

- Describe key components of the ExchangeServer 2010 Unified Messaging logical design.

Module 3: Exchange Server 2010 Unified Messaging Setup and Language Support

This module explains the changes in Unified Messaging server Setup in ExchangeServer 2010. You will also learn about the extended Unified Messaging internationalization introduced in ExchangeServer 2010, as well as changes in language support between ExchangeServer2007 and ExchangeServer 2010 Unified Messaging.

Lessons

- Lesson 1 Changes in ExchangeServer 2010 Unified Messaging Setup
- Lesson 2: Installing the ExchangeServer 2010 Unified Messaging Server Role
- Lesson 3: Internationalization

Lab : Installing a Language Pack

Lab : Removing a Language Pack

After completing this module, students will be able to:

- Describe changes to UM server setup in ExchangeServer 2010.
- Explain what has changed in language support between ExchangeServer2007 and ExchangeServer 2010 Unified Messaging.
- Install and remove additional language packs.
- Describe the impact of removing a language pack that is currently being used by a dial plan.
- Troubleshoot basic language packrelated issues.

Module 4: Upgrading Exchange Server 2007 to Exchange Server 2010 Unified Messaging

This module explains the different scenarios for upgrading from an existing ExchangeServer2007Unified Messaging environment to an ExchangeServer 2010 Unified Messaging environment. The module explains what types of environments are supported, and how calls will be routed in the new mixed environment.

Lessons

- Lesson 1: Upgrade Requirements and Scenarios
- Lesson 2: Adding an ExchangeServer 2010 UM Server to an Existing ExchangeServer2007 UM Environment
- Lesson 3: Call Flow After Introducing an ExchangeServer 2010 Unified Messaging Server
- Lesson 4: Migration Issues

Lab : Exploring Exchange Server 2007 Unified Messaging Objects Before and After Upgrade

Lab : Examining Network Trace for Different Call-routing Scenarios

After completing this module, students will be able to:

- Describe the requirements for upgrading ExchangeServer2007 Unified Messaging to ExchangeServer 2010 Unified Messaging.
- Add an Exchange Server 2010 UM server to an existing Exchange Server 2007 UM environment.
- Explain different call-flow scenarios after introducing an ExchangeServer 2010 UM server and how to troubleshoot them.

Module 5: Call Answering Rules

This module explains the new Call Answering Rules feature that is introduced in ExchangeServer 2010 Unified Messaging. The module describes how Call Answering Rules work, and explains how to administer, configure, and troubleshoot these rules.

Lessons

- Lesson 1: Call Answering Rules Overview
- Lesson 2: Administering Call Answering Rules

- Lesson 3: Troubleshooting Issues with Call Answering Rules

Lab : Working with Call Answering Rules

Lab : Troubleshooting with MFCMapi

After completing this module, students will be able to:

- Describe the Call Answering Rules feature and the scenarios that it supports.
- Administer Call Answering Rules.

- Troubleshoot issues with Call Answering Rules.

Module 6: Voice Mail Preview

This module introduces the new Voice Mail Preview feature in ExchangeServer 2010. The module describes how Voice Mail Preview works and how users can administer the various Voice Mail Preview options.

Lessons

- Lesson 1: What Is Voice Mail Preview?
- Lesson 2: Voice Mail Preview User Administration and Experience

Lab : Verifying Voice Mail Preview Settings

Lab : Observing How Voice Mail Preview Works and Fails

After completing this module, students will be able to:

- Describe the benefits of Voice Mail Preview.
- Describe the architecture of Voice Mail Preview.
- Enable Voice Mail Preview for users.

- Understand common Voice Mail Preview failure scenarios.

Module 7: Protected Voice Mail

This module introduces Protected Voice Mail, a new feature in ExchangeServer 2010 Unified Messaging that uses Information Rights Management (IRM) to encrypt the contents of voice messages and specify the operations permitted on them.

Lessons

- Lesson 1: Overview of Protected Voice Mail
- Lesson 2: Active Directory Rights Management Service
- Lesson 3: Supported Protected Voice Mail Operations
- Lesson 4: Implementing Protected Voice Mail

Lab : Configuring RMS

Lab : Configuring Protected Voice Mail

After completing this module, students will be able to:

- Describe the features and benefits of Protected Voice Mail.
- Understand the role of Microsoft ActiveDirectory Rights Management (ADRMS) in Protected Voice Mail.
- Describe supported Protected Voice Mail scenarios.

- Implement Protected Voice Mail.

Module 8: Message Waiting Indicator

This module presents an overview of the MessageWaitingIndicator feature introduced in ExchangeServer 2010.

Lessons

- Lesson 1: Overview of Message Waiting Indicator
- Lesson 2: Configuring Message Waiting Indicator
- Lesson 3: Message Waiting Indicator Design and Support Issues

Lab : Verifying Message Waiting Indicator Settings

Lab : Setting Up SMS Text Message Notifications

After completing this module, students will be able to:

- Explain how the Message Waiting Indicator feature functions in ExchangeServer 2010.
- Configure MessageWaitingIndicator settings.
- Understand common MessageWaitingIndicator implementation and support considerations.

Module 9: Faxing with Exchange Server 2010 Unified Messaging

This module explains how ExchangeServer 2010 Unified Messaging enables users to receive fax messages in their ExchangeServer 2010 mailbox.

Lessons

- Lesson 1: Overview of Faxing with ExchangeServer 2010 Unified Messaging
- Lesson 2: Configuring ExchangeServer 2010 Unified Messaging Faxing

Lab : Verifying Fax Provisioning

Lab : Changing Fax Configuration

After completing this module, students will be able to:

- Understand differences in fax functionality between ExchangeServer2007 Unified Messaging and ExchangeServer 2010 Unified Messaging.
- Describe Unified Messaging fax call flow and its underlying logic.
- Administer Unified Messaging fax functionality in ExchangeServer 2010.

Module 10: Integrating Office Communications Server 2007 R2 with Exchange Server 2010 Unified Messaging

This module presents common integration scenarios that make ExchangeServer 2010 Unified Messaging and OfficeCommunicationsServer2007R2 better together.

Lessons

- Lesson 1: ExchangeServer 2010 Unified Messaging and OfficeCommunicationsServer2007R2 Integration
- Lesson 2: ExchangeServer 2010 Unified Messaging Integration with OfficeCommunicationsServer2007R2 Enterprise Voice
- Lesson 3: OfficeCommunicationsServer2007R2 Integration with Outlook Web App

Lab : Integrating Office Communications Server 2007 R2 and the Outlook Web App Chat Feature

After completing this module, students will be able to:

- Describe the principal Microsoft ExchangeServer 2010 Unified MessagingOfficeCommunicationsServer2007R2 integration scenarios.
- Explain the steps for deploying an integrated ExchangeServer 2010OfficeCommunicationsServer2007R2 Enterprise Voice solution.
- Describe OfficeCommunicationsServer2007R2 instant messaging (IM) integration with Outlook Web App (OWA).

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